

Arklet^{news}



THE NEWSLETTER OF ARKLET HOUSING ASSOCIATION

AUTUMN 2017

40
YEARS

ANNIVERSARY

50
YEARS

ANNIVERSARY

Double Celebration!

Did you know that Arklet was formally set up as the Glasgow Jewish Housing Association back in December 1967 and then registered as a social landlord in 1977? This means that we have a double reason to celebrate this year with two anniversaries.

The Tenant Forum and staff are in the process of planning an exciting event to mark the occasion and will soon be writing to all tenants to invite them along to celebrate.

Look out for further information in the post soon.

Emergency Repair Contact Details

Gas Sure on
01294 468 113
for central heating breakdowns

City Building on
0800 595 595
for all other repairs.

Alternatively if you are a tenant with an alarm pull cord and please pull your cord and Beild Response 24 will be able to help you

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WALTON IN BLOOM

Tenants at our sheltered complex in Giffnock have been very busy over the summer months continuing with their very successful project WALTON IN BLOOM. They have worked very hard to raise the funds to purchase plants for the garden area and also planting the pots themselves. This has provided a wonderful selection of colours to the ramp and

entrance areas of the complex making sitting out in the good weather such a pleasure for tenants and visitors. Well done Walton in Bloom.

If you think your complex would like to start their own gardening club for next year please contact the office and we will be only too happy to speak to you about it.

ARKLET'S REGULATION PLAN

We wrote to all tenants and shareholding members of the Association in January to tell you about the Scottish Housing Regulator's concerns about serious weaknesses in Arklet's governance and financial management arrangements. As a result, statutory powers were used to appoint a Manager, and to make three additional appointments to the board.

The purpose of all of these appointments is to support Arklet in dealing with these areas of concern, which include failure to comply with its own constitution, procurement and contract management weaknesses, payment of inappropriate benefits, and poor management of its relationship with its subsidiary, Kol-Care. It is worth emphasising that no significant damage has been done to Arklet's overall financial good health.

The Regulator has published a Regulation Plan for Arklet, which sets out the nature of its concerns, and particularly why Arklet is not currently complying with all of the Regulatory Standards of Governance and Financial Management. If you want to read it, you can find it on the

Scottish Housing Regulator's website (www.scottishhousingregulator.gov.uk) - go to the Directory of Social Landlords, and search under Arklet Housing Association.

Over the last year Arklet has commissioned two independent reviews to look further into these matters, and the Statutory Manager has recently completed a further assessment of the current state of Arklet's compliance with Regulatory Standards. The board is determined to get to the root of these problems. We will confront them openly and honestly, and we will make the changes that need to be made. We will co-operate fully with the Scottish Housing Regulator to get the job done.

With this latest review, we're now satisfied that we've got a good understanding of all the issues of concern, where the gaps are that need filling, what changes need making, and what lessons need to be learned. We have already agreed improvement plans based on the first two independent reviews, and have taken important steps to implement these, including, for example, setting up an Audit and Risk Committee, appointing an



Internal Auditor and starting out on a programme of internal audit reviews.

We've now just agreed an updated Governance Improvement Plan, which sets out the programme which will return us to full compliance with Regulatory Standards. There is a great deal of work to be done on this, and it will be our top priority for the coming year. We'll keep you posted on progress.

The board made some new appointments in February, as well as welcoming the three appointees, so in that sense it is a relatively new board, but with a strong mix of skills and experience. We have some important decisions ahead of us, as we are conducting an options appraisal, to determine the best way ahead for Arklet. But we are absolutely determined to restore Arklet to strong and sound governance, to make it fitter and stronger for the future, to serve our tenants well, and support and strengthen our local community.

Welfare Rights Service

My name is Frances Ryan and I have replaced Kay Walker as the Welfare Rights Officer at Arklet.

I work Thursdays and Fridays and can provide advice and assistance with benefit issues including housing benefit problems, overpayments and applications for other benefits

such as personal independence payment.

I can also carry out benefit checks to ensure you are getting all the benefits that you're entitled to.

If you would like help with your benefits please get in touch. I am available on 0141 620 1890.



Fire Safety

We would like to assure all Arklet Housing Association tenants that we take your safety very seriously.

We feel it is important to remind our tenants on what to do in the event of a fire. The Scottish Fire and Rescue Service have some really helpful information on fire prevention on their website www.firescotland.gov.uk

You can also arrange a Fire Safety check at your home and this service is free. To arrange a visit please call 0800 0731 999.



Are your contact details up to date?

Changed your landline/mobile number or email address? Let us know!

In order to give you the best service possible we need to have up to date contact information. It is particularly important to let us know if your contact details change.

Please contact Arklet on 0141 620 1890 to advise of any changes or email arklet@arklet.org.uk



KEEP
CALM
AND
KEEP
UP TO DATE

Adaptations to homes

Last year Arklet was awarded a grant of £20,000 for the installation of medical adaptations to tenants' homes during 2016/17 from the Scottish Government. This grant has enabled the association to install five wet floor showers, one level access shower and two automatic door openers.

We have received notice of our grant for 2017/18 which has increased to £26,000 enabling us to continue to carry out adaptations that help tenants to continue to live safely in their own homes. If you think you could benefit from an adaptation to your home and would like to find out more please call us on 0141 620 1890.



Recycling



Recycling is now something of a necessity for households. Reducing the levels of waste we produce is an important part of working to protect the environment in the long term.

Through increasing rates of recycling, we can decrease the levels of waste we send to landfill, thus reducing the negative environmental impact of landfill waste on the environment.

Recycling is the process whereby materials are re-used in order to make or manufacture new products

instead of dumping the material into a landfill site where it will sit in the ground. A large range of materials are recyclable and this is often indicated on the material itself therefore making it possible to significantly reduce the damage caused to the environment through recycling the following materials;

- Paper
- Cardboard
- Plastics
- Glass
- Green waste and soil

Arklet Housing Association has properties across three local authority areas. For your information the information below is a guide as to the re-cycling programme within these areas.

South Lanarkshire	East Renfrewshire	Glasgow
Burgundy Compostable waste bin	Blue Bin or White Sack Paper, card, cardboard and cartons	Blue Bin papers, cardboard, plastic bottles, food and drink cans blue bin
Light Grey Glass Cans and plastics	Brown Bin Food and garden waste	Brown Bin Food waste, Gardens waste
Blue Bin Paper and Card	Green Bin or Green Bag Plastics	Purple Bin Wine Bottles, Beer bottles, Jam jars, Coffee jars, Sauce bottles.

Feeding Local Wild Life

The numbers of rats and mice in built up areas is on the increase.

Unsuitable or excessive bird feeding methods contribute to this and careless bird feeding can also cause noise and fouling problems for neighbours, particularly where larger birds such as pigeons, crows, magpies or seagulls are attracted.

Most people would be horrified to think they were attracting rats and mice to their gardens or causing problems for neighbours.

Please take a minute to consider the consequences of spreading disease which can have an impact on the health and wellbeing of you and your neighbours.

The risk of attracting vermin increases when there are large numbers of birds in an area.

Wildlife advice is available by contacting the RSPB on 01767 693690. You can also find useful information on their website at www.rspb.org.uk.

If you wish to discuss this matter in more detail or experiencing problems where you live, please contact Martin Winter, Housing Assistant on 0141 620 1890.



BARRLAND COURT, GIFFNOCK SHELTERED WITH MEALS HOUSING DEVELOPMENT

VACANCIES TO RENT

Barrland Court is a sheltered housing complex, centrally located in Giffnock with easy access to local shops and bus services.

Sheltered Housing is designed for older people who require the reassurance of an alarm pull cord system along with added amenities such as a residents lounge, conservatory, landscaped gardens and much more. Barrland Court also offers the provision of meals within its tastefully decorated dining room.

Properties consist mainly of studio apartments with en-suite shower room and mini kitchen.



Please contact us on 0141 620 1890 for further information or to arrange a visit to this delightful development.

Factor Charges & Payment Dates



The Association will send invoices to factored owners after each quarter. The quarters are listed below:

Quarter 1	1 April to 30 June
Quarter 2	1 July to 30 September
Quarter 3	1 October to 31 December
Quarter 4	1 January to 31 March

The Association aims to issue invoices to owners for payment within one month of the quarter end. This is to enable time for the processing of accounts received from contractors. Arklet would request that owners pay their factoring bills promptly. We would prefer and encourage owners to set up a direct debit to ensure regular payments are made and this would spread the costs evenly over twelve months.

If, for any reason, you are unable to pay your factoring bill then you should contact the Housing Services section within Arklet on 0141-620-1890 Option 2, immediately to discuss this and avoid unnecessary action being taken.

Payment is due 21 days from the date of Invoice

Shared Equity Sales-Greenlaw

Owners at the Greenlaw Development purchased properties under the Governments Shared Equity Scheme. This requires that a process is followed for selling the property, and the government After Sales department must give permission at certain points in the process. The Association asks any owners thinking of selling, to contact the office before marketing the property. Arklet staff will be able to provide advice on the procedure and the estimated timescales involved, preventing any later delays.



Public Holidays:

Over the coming months the office will be closed on the following days:

Friday 22 September 2017	Public Holiday	Wednesday 27 December 2017	Public Holiday
Monday 25 September 2017	Public Holiday	Monday 1 January 2018	Public Holiday
Monday 25 December 2017	Public Holiday	Tuesday 2 January 2018	Public Holiday
Tuesday 26 December 2017	Public Holiday	Wednesday 3 January 2018	Public Holiday

Association Membership

Would you be interested in becoming a member of Arklet Housing Association?

Membership of the Association is open to all tenants and residents, individual members of the public and community organisations, as well as to other stakeholders and partners who have an interest in Arklet Housing Association and their local community.

To join all you need to do is complete an application form and return along with your one off fee of £1.00 to the Arklet Management Committee.

On acceptance of your application you will become a life time member of Arklet Housing Association. The Association maintains a Register of Members, a duplicate of which is available for public inspection.



What does this membership give you?

Membership allows you to participate in all our activities, attend the Annual General Meeting (AGM) and you will also have the opportunity to stand for election at the AGM and vote to appoint the members of the Arklet Management Committee.

The Association is very keen to encourage membership and puts participation at the forefront of everything we do.

If you are interested in becoming a member of Arklet Housing Association or would like more information please contact us on Tel: 0141 620 1890.

Contact us...



By Post or Visit

Barrland Court
Barrland Drive
Giffnock
Glasgow
G46 7QD



By Phone

0141 620 1890
Available Mon - Thurs 9am
to 5pm
Fri 9am to 4 pm



Website

www.arklet.org.uk



By Email

arklet@arklet.org.uk

Arklet Housing Association Barrland Court, Barrland Drive, Giffnock,
Glasgow G46 7QD. Tel: 0141 620 1890 Fax: 0141 620 3044
E-mail: arklet@arklet.org.uk Web: www.arklet.org.uk



Opening Hours:

Monday to Thursday 9am to 5pm
Friday 9am to 4pm

SCAN ME



When you have finished with this magazine please recycle it.


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